

# THE IPN DISPATCH

IPN Monthly Dispatcher Update

September 2015

## Chapter Stats

California dispatchers have knocked it out of the park again with over 2800 alerts in July with Florida and New York making up the rest of the big 3! Wisconsin joins the Great 8 at #7, way to go! Come on Texas, you are hanging in there but barely!

Great job by all dispatchers, coast to coast. Here are your top 8 for July:

California - 2805  
Florida - 2478  
New York - 1436  
Massachusetts - 850  
Illinois - 845  
Pennsylvania - 752  
Wisconsin - 567  
Texas & Michigan - 513



Photo by Chuck Lowe

## IFBA Convention Update

IPN is pleased to announce another successful IFBA convention in Connecticut. Our alerting service was provided free of charge to all participants in attendance. IPN local dispatchers stepped up to the plate and provided attendees with stellar coverage! In total 245 incidents were paged out during the convention, including four 2 alarm fires and one 3 alarm.

Unfortunately, our town hall meeting of IPN dispatchers did not take place due to a very limited response.

Additional dispatcher meetings (town hall style) are being scheduled around the country, including at next year's IFBA convention slated for New Orleans. Will YOU be there?

## Log-in Sharing

The sharing of IPN password and log in information is strictly forbidden. Each and every dispatcher is expected to have their own account. If a friend or family member has an interest in dispatching, please refer them to support for an application. Multiple users operating off a single login ID is viewed by 911 iMedia as fraud. Any account found to be in violation of this policy will be immediately terminated. Any and all points earned by said account will be forfeited. If you need a password reset, please contact support.



## IPN Dispatcher of the Month

We are pleased to announce that **PEN012** has been named DOTM!

He has been an active IPN dispatcher since 2010 and has consistently met the premium dispatcher criteria.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

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## Pop Quiz



Your local fire department is working an active commercial structure fire. You are monitoring the incident and also received an IPN alert from another dispatcher. About 20 minutes into the incident you hear command request additional resources, including a medic unit for a burned firefighter. You know this qualifies for an update to the original alert. Which do you do?

- A. Send the update yourself, the initial alert was over 10 min ago.
- B. Send the original dispatcher an IPN mail message asking if they are still monitoring.
- C. Call the hotline, they can override the original dispatcher.
- D. This incident does not warrant an update.

Check your answer later in the newsletter.

## Feed Review -Louisville, KY

The greater Louisville metro population is approximately 755,000 and is fairly similar to Cincinnati and Columbus, OH. Home to Muhammed Ali and Louisville slugger museum, the city contains a nice mix of sports, arts, indoor and outdoor activities. Average homicide rate is 50 a year.

Louisville Police and Fire operate on a crystal clear digital system.

Metro Police operates on 4 dispatch channels in 8 precincts, allowing for easy to follow incidents. Louisville Fire operates out of 21 Fire Stations and the Airport. Also included is a link to Louisville suburban fire departments.

Online feeds via Broadcastify:

[Louisville Metro Police](#)

[Louisville Fire](#)

[Louisville Suburban Fire](#)

## Exclusive Content

EXCLUSIVE

IPN is happy to provide incentive rewards to our dispatchers for quality content. Our "dispatcher rewards" items, including gift cards, are purchased using the funds acquired from membership subscription dues. Our program is successful because IPN is providing unique and timely incident alerts. With that said, it has been brought to our attention that some dispatchers may be "double dipping" by sending alerts to IPN and other networks or social media. This is obviously discouraged because it undermines our ability to obtain subscriptions that fund the rewards program.

Any member engaged in dispatching for another service or posting to social media should contact support to see if they are in fact in violation of IPN policy. Dispatchers found to be sending content outside of the IPN system will be contact by our QA staff and are subject to removal from the rewards/loyalty program and any points will be forfeited. Its only fair that those members who provide exclusive and unique content be rewarded accordingly.

## Fire Box Numbers



Many areas of the country continue to use box numbers to pre-arrange responses by local units as well as mutual aid. As we have said in the past, many of the older buffs know the box locations as well, if not better, than street locations. We strongly encourage dispatchers to include box numbers in their narratives whenever possible. Here are a few on line resources that allow you to search for an address by box number. They are a great tool for finding out where a call is if you missed the address or for some reason cannot decipher what the dispatcher is saying. If you know of others please let support know so that we can share them in the next issue.

New York City Box Look Up (All 5 Boros):  
<http://www.fdnyc.com/getbox.asp>

Boston Mass Fire Box Look Up:  
<http://bostonfirebox.com/>

## Incident Photos





## Ask QA

### -Overturned Trash Truck

Our QA Support Staff received this question and we wanted to share the answer with all of you:

*"I have a garbage truck that overturned on a freeway interchange (speed much?), does that fall under Major Accident as a tractor trailer rollover? The driver self-extricated and was not hurt."*

Due to the unique severity of a true "tractor-trailer" roll-over, IPN permits these incidents to be paged out as Major Accidents, regardless of victim status (trauma) or extrication. Your non-TT trash truck incident would not apply.

The directive allows full size semi tractor trailers that are overturned to go to Major Accident. Specifically, the TT must have a trailer with it in order to qualify. In other words, a vehicle crash involving a non-trailer high-profile vehicle would still go to Traffic Advisory (unless major trauma or extrication is involved). Examples include: Dump trucks. Semi tractors without a trailer, Big box delivery trucks, and Garbage trucks.

Do you have a question for our QA staff?

Send it to [support@incidentpage.net](mailto:support@incidentpage.net)



## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

Quick Links:

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## Pop Quiz Answer

Answer: B - Send IPN Mail

IPN guidelines state the initial dispatcher maintains "incident control" until they voluntarily release it or fail to respond to an IPN Mail message within 10 minutes.

Remember, we work together as a team and should demonstrate common courtesy to one another.

[Click here to review the guidelines.](#)



**Are you a member of the IPN Dispatcher's Facebook Page?**  
If not, send a request to support so we can add you.